Useful contacts for Worthing Homes residents

Keep this sheet somewhere handy so you know who to contact and how.

Main Contact Details

Worthing Homes Customer Experience Team

Phone: 01903 703100

Email: info@worthing-homes.org.uk

Website: www.worthing-homes.org.uk

Address: Davison House, North Street, Worthing, BN11 1ER

Opening Hours

Monday–Friday:
9am–5pm

Wednesday:
Phone lines are closed between 10:30am and 11:30am

Saturday & Sunday:
Closed

Out-of-hours emergency repairs

If you need to report an emergency repair when Worthing Homes is closed, call:
01903 703100

This service is for emergencies only.
Non-urgent repairs should be reported through the customer portal or during office hours.

Repairs

Non-emergency repairs

The quickest and easiest way to report a repair is through the customer portal.

You can use the portal to:

- report repairs
- upload photos
- check rent information
- download statements
- manage your account online

You can also report a repair by calling 01903 703100 or emailing info@worthing-homes.org.uk.

Emergency repairs

If your repair is an emergency, please call 01903 703100 and press option 1.

Emergency repairs can be reported 24 hours a day, 7 days a week, including outside office hours. Emergency repairs may include:

- an uncontainable leak
- total loss of water
- total loss of power
- anything that could cause immediate danger or serious damage to your home

If there is an immediate risk to life, call 999.

Turn over for more useful contacts

More useful contacts and support

Anti-social behaviour

You can report anti-social behaviour through the customer portal, by calling **01903 703100** or by emailing **info@worthing-homes.org.uk**.

If you feel unsafe or a crime is taking place, call **999**.

For non-emergency police matters, call **101**.

The Resource Centre

The Resource Centre can support residents with things like digital skills, getting online and community activities.

Phone: **01903 703104**
Email: **residentengagement@worthing-homes.org.uk**

Complaints and feedback

If something has gone wrong, or you want to share feedback, you can contact Worthing Homes by phone, email or through the website.

Phone: **01903 703100**
Email: **info@worthing-homes.org.uk**
Website: **www.worthing-homes.org.uk**

Tenancy support and wellbeing

Worthing Homes' Tenancy Support and Wellbeing Team can help residents who may need rapid support to maintain their tenancy or move away without being able.

This could include signposting to local support, help in a crisis, fuel vouchers who eligible, or support through the Wellbeing Fund.

To ask for support, contact Worthing Homes on **01903 703100** or email **info@worthing-homes.org.uk.**

Resident engagement

Want to get involved, share your views or find out what is happening in your community?

Email: **residentengagement@worthing-homes.org.uk**

Damp, mould and condensation

If you are worried about damp, mould or condensation in your home, please report it as soon as possible.

You can do this through the customer portal, by calling **01903 703100** or by emailing **info@worthing-homes.org.uk**.

Quick guide: who should I contact?

I need to report a non-urgent repair

Use the customer portal, call **01903 703100** or email **info@worthing-homes.org.uk.**

I have an emergency repair

Call **01903 703100** and press **option 1.**

I need help using the customer portal

Contact Worthing Homes on **01903 703100**.

I want to report anti-social behaviour

Use the customer portal, call **01903 703100** or email **info@worthing-homes.org.uk.**

I feel unsafe or there is an immediate danger

Call 999.

I want to get involved or share my views

Email **residentengagement@worthing-homes.org.uk**

I need extra support with my tenancy or wellbeing

Contact Worthing Homes on **01903 703100** or email **info@worthing-homes.org.uk.**

Worthing Homes